CallPilot Message Networking User Guide

Avaya Business Communications Manager
Release 6.0

Document Status: **Standard**

Document Number: **NN40090-101**

Document Version: **04.02**

Date: **October 2010**

© 2010 Avaya Inc.
All Rights Reserved.

Notices
While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer
Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer
Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty
Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support
Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright
Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Trademarks
The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Task List

CallPilot Message Networking User Guide 7
To check which mailbox interface you use 12
To send a message using a Network Delivery Mailbox — Norstar Voice Mail 13
To send a message using a Network Delivery Mailbox — CallPilot 14
To send a message using Site-Based Addressing — Norstar Voice Mail 14
To send a message using Site-Based Addressing — CallPilot 16
To send a message using Direct Addressing — Norstar Voice Mail 17
To send a message using Direct Addressing — CallPilot 18
To reply to a network message — Norstar Voice Mail 19
To reply to a network message — CallPilot 20
To forward a Fax message using Site-Based Addressing — CallPilot 23
To forward a Fax message to a Network Delivery Mailbox CallPilot 24

Contents

Chapter 1
CallPilot Message Networking User Guide 7

About this guide 7
Audience 7
Acronyms 7
Symbols and text conventions 7
About Avaya Business Series Terminal telephone buttons 9
Using the dialpad 9
Messaging Networking 10
How Message Networking works 10
Checking which mailbox interface you use 12
Sending a message using a Network Delivery Mailbox 13
Sending a message using Site-Based Addressing 14
Sending a message using Direct Addressing 16
Replying to network messages 19
Forwarding a Fax Message using Site-Based Addressing 22
Adding special characters 25

Chapter 1
CallPilot Message Networking User Guide

About this guide

The *CallPilot Message Networking User Guide* explains how to use Message Networking with your personal mailbox.

Audience

This guide is for CallPilot Manager Message Networking users. If you require additional information on CallPilot Manager features, refer to the *CallPilot Reference Guide* or ask your system administrator.

Acronyms

The following is a list of acronyms used in this guide.

Table 1

Acronym	Description
AMIS	Audio Messaging Interchange Specification
BCM	Business Communications Manager
CCR	Custom Call Routing
DNS	Domain Name System
FQDN	Fully Qualified Domain Name
SMTP	Simple Mail Transfer Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
VPIM	Voice Profile Internet Mail

Symbols and text conventions

These conventions and symbols are used to represent the Business Series Terminal display and dialpad.

Convention	Example	Used for
Word in a special font (shown in the top line of the display)	Pswd:	Command line prompts on display telephones.

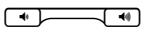
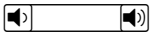
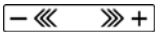
Convention	Example	Used for
Underlined word in capital letters (shown in the bottom line of a two line display telephone)	PLAY	Display button option. Available on two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Buttons you press on the dialpad to select a particular option.

These text conventions are used in this guide to indicate the information described.

Convention	Description
bold Courier text	Indicates command names and options and text that you need to enter. Example: Use the **info** command. Example: Enter **show ip** {**alerts**|**routes**}.
italic text	Indicates book titles
plain Courier text	Indicates command syntax and system output (for example, prompts and system messages). Example: Set Trap Monitor Filters
FEATURE HOLD RELEASE	Indicates that you press the button with the coordinating icon on whichever set you are using.

About Avaya Business Series Terminal telephone buttons

This table shows the Avaya Business Series Terminal buttons. Use the buttons that pertain to the type of telephone you use.

Button name	T7100, T7208, T7316	M7100, M7208, M7310, M7324	M7100N, M7208N, M7310N, M7324N
Feature		Feature	Fx
Handsfree	Bottom right-hand button	Handsfree Mute	Handsfree Mute
Hold		Hold	
Volume Control			
Release		Rls	

You can enter , Feature or Fx and the code to use a feature. For example, press 9 8 1 to access your mailbox.

The T7100 works differently from other telephones on your system because it does not have line buttons. Where other telephones require that you select a line button to answer a call, on the T7100 terminal you pick up the handset. Where other telephones require you to select a line button to take a call off hold, you press on the T7100 terminal.

On T7100 terminals, you can answer a second call by pressing . Your active call is put on hold and you connect to the waiting call. You can have no more than two active calls at one time.

Using the dialpad

The buttons on your telephone dialpad act as both numbers and letters. Each button represents a number and letters of the alphabet. If you are a new CallPilot user, make sure you are familiar with how to operate your telephone. Refer to the User Card for your telephone.

Numbers and letters on the dialpad

1 1 ’ -	2 A B C 2 a b c	3 D E F 3 d e f
4 G H I 4 g h i	5 J K L 5 j k l	6 M N O 6 m n o
7 P Q R S 7 p q r s	8 T U V 8 t u v	9 W X Y Z 9 w x y z
* Quit	0 Q Z Zero q z	# Accepts displayed letter and, (comma)

Messaging Networking

Message Networking links CallPilot or other voice mail systems at different locations. Digital networking and AMIS Message Networking uses digital networking and Audio Message Interchange Specification (AMIS) to exchange messages.

Digital networking

Digital networking uses Transmission Control Protocol/Internet Protocol (TCP/IP) to enable the exchange of voice and Fax messages between users at different sites on a network.

Note: Any voice message that you use send over the Internet using digital networking can be subject to interception by unauthorized parties.

AMIS

AMIS provides voice messaging to mailboxes at different sites on a communication network. A network is a collection of offices, locations or sites connected by telecommunication links. Each site on the network must have AMIS to send, receive and reply to network messages.

How Message Networking works

Sending a message across a network is as easy as sending a message down the hall. There are three ways to send a network message.

You can use:

- a Network Delivery Mailbox
- Site-Based Addressing
- Direct Addressing (available for AMIS only)

Note: Network messages can be composed and sent only from your mailbox.

You cannot send a network message by using the Leave Message feature (9 8 0).

Figure 1 Sending a network message

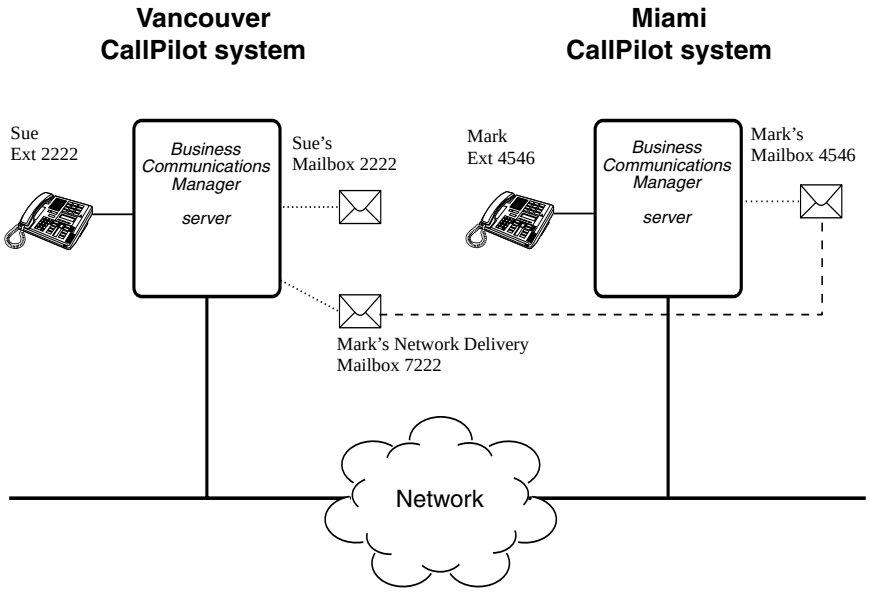


Figure 1 shows how messages are sent between different company sites on the same network. In the example, Sue works in the Vancouver office and Mark works in the Miami office.

If Sue wants to send Mark a message, she can send the message using Site-Based Addressing, Direct Addressing, or to Mark's Network Delivery Mailbox. Since Mark has a Network Delivery Mailbox on the local Vancouver system, it is convenient for Sue to send the message to Mark's Network Delivery Mailbox.

Although Mark's Network Delivery Mailbox appears on the Vancouver system the message is automatically delivered to his mailbox in Miami. The network delivery information, such as the site prefix for the Miami site and Mark's mailbox number (4546) in Miami, is added to the Network Delivery Mailbox when you create it.

Sending a message to a Network Delivery Mailbox is as easy as sending a message to anyone at your site.

If Mark wants to send Sue a message, he must use Site-Based Addressing. Sue does not have a Network Delivery Mailbox on the Miami system.

Before Mark can send the message he needs to know the site prefix of the Vancouver site and Sue's mailbox number in Vancouver. The System Administrator can give Mark the Vancouver site prefix. After Mark records the message and enters the network delivery information, the network message is automatically delivered to Sue's mailbox.

Note: There is a time limit for the length of AMIS messages. Do not send AMIS messages that are longer than 8 minutes.

What you need to know to use Message Networking

You must know how to use CallPilot to send messages to mailboxes at other sites. This includes knowing how to open your mailbox, record messages, send messages and retrieve messages. For information about using CallPilot features, refer to the *CallPilot Reference Guide*.

To use this guide, you must determine which phone interface you use, and follow the procedures for that interface. For information about determining which interface you use, refer to "Checking which mailbox interface you use" on page 12.

Checking which mailbox interface you use

CallPilot supports the Norstar Voice Mail and CallPilot interfaces.

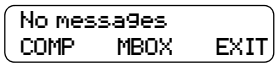
Use this procedure to check which mailbox interface you use, then follow the procedures that apply to your interface.

To check which mailbox interface you use

1 Press [→] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Check the display to see which interface you use:

This is the Norstar Voice Mail interface.



This is the CallPilot interface.

3 Press [↩] to end the session.

Sending a message using a Network Delivery Mailbox

Network Delivery Mailboxes make it easy to send messages to a mailbox at a remote location. The Network Delivery Mailbox makes sending a message across the country as easy as sending it down the hall. A Network Delivery Mailbox is a pre-programmed direct address to a mailbox at a different site on the network. Each Network Delivery Mailbox has a local mailbox number. The destination site user's name appears in the company directory.

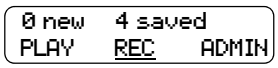
To send a message using a Network Delivery Mailbox, you need the Network Delivery Mailbox number. Ask your System Administrator to give you a list of Network Delivery Mailboxes or create a Network Delivery Mailbox for you.

The messages you record must be longer than three seconds. The system times out after five seconds of silence.

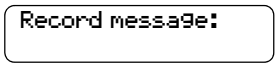
To send a message using a Network Delivery Mailbox — Norstar Voice Mail

1 Open your mailbox using [→] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or [#].

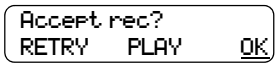


3 Press REC or [3].

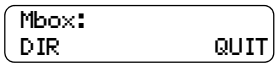


4 At the tone record your message.

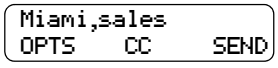
5 Press OK or [#] to end the recording.

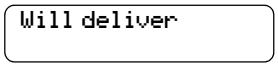


6 Press OK or [#] to accept the recording.



7 Enter the Network Delivery Mailbox number.





8 Press SEND to send the message
or
press OPTS to assign message delivery options:

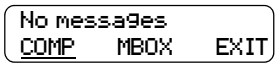
- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.

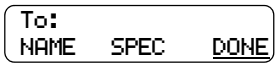
9 Press [↩] to end the session.

To send a message using a Network Delivery Mailbox — CallPilot

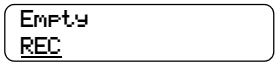
1 Open your mailbox using [Transfer] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.



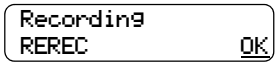
2 Press COMP or 7 5 to open the Compose Message menu.



3 Enter the Network Delivery Mailbox number and press DONE or #. You can enter more than one mailbox number if you want to send the message to several recipients.



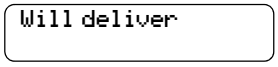
4 Press REC or 5 to begin recording.



5 Press OK or # when you are done.
You can press 7 0 to add message options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private.

6 Press SEND or 7 9 to send the message.



7 Press [End] to end the session.

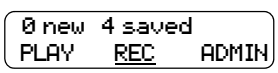
Sending a message using Site-Based Addressing

Site-Based Addressing lets you send a message to a mailbox at another location on the network. To use Site-Based Addressing to send a message, you must know the network address of the destination site and the mailbox number of the person you want to send the message to.

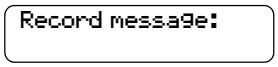
Ask your System Administrator for a list of destination sites on your network.

To send a message using Site-Based Addressing — Norstar Voice Mail

1 Open your mailbox using [Transfer] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.



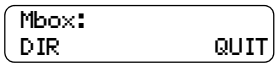
2 Press REC or 3.



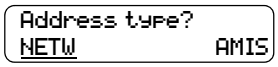
3 At the tone, record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

4 Press OK or # to end the recording.

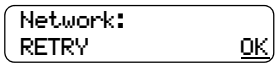
5 Press OK or # to accept the recording.



6 Press # #.



7 Press NETW.



8 Enter the destination site prefix and mailbox number and press OK or #.

9 Press SEND to send the message as it is
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.

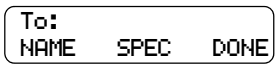
10 Press SEND to transmit the message.

11 Press ☎ to end the session.

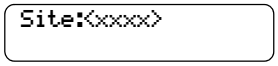
To send a message using Site-Based Addressing — CallPilot

1 Press [→] 9 8 1.
Follow the voice prompts or display options to open your mailbox.

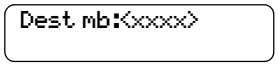
2 Press COMP or 7 5 to open the Compose Message option.



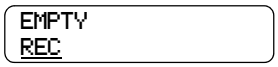
3 Enter the site prefix and the mailbox number and press OK or #. You can enter more than one mailbox number if you want to send the message to several recipients.



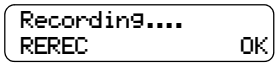
4 The display shows the destination mailbox name and mailbox number.



5 You can enter another address
or
press DONE or # if you are finished entering addresses.



6 Press REC or 5 and record your message at the tone.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



7 Press OK or # to end your recording
or
press REREC to erase and re-record your message.
You can press 7 0 to add message options of Urgent, Private, Acknowledged or Timed delivery. Private is not available if you use AMIS.

8 Press SEND or 7 9 to send the message.

Sending a message using Direct Addressing

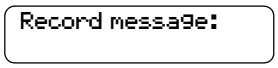
Direct Addressing lets you send a voice message to a mailbox at a different location on a network. To use Direct Addressing you must know the destination site phone number and the mailbox number of the person you want to send a message to. Direct Addressing is available for AMIS only. Ask your System Administrator for the destination site's phone number and mailbox numbers.

To send a message using Direct Addressing — Norstar Voice Mail

1 Press [→] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Enter your mailbox password and press OK or #.

3 Press REC or 3.

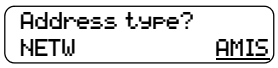


4 At the tone, record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

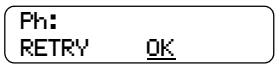
5 Press OK or # to end the recording.

6 Press OK or # to accept the recording.

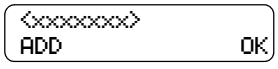
7 Press # #.



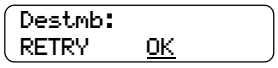
8 Press AMIS.



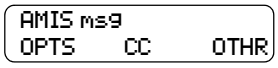
9 Enter the destination site phone number and press OK.



10 Press OK or # to continue or press ADD or 2 to add special characters. See "Adding special characters" on page 25. Press OK or # when you are done adding special characters.



11 Enter the destination mailbox number and press OK.



12 Press OTHR to review or send the message
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

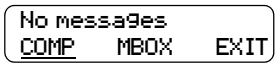
or press CC to send the message to another recipient.

13 Press SEND to transmit the message.

14 Press [↩] to end the session.

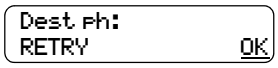
To send a message using Direct Addressing — CallPilot

1 Open your mailbox using [Transfer] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

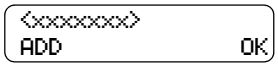


2 Press COMP or [7] [5] to open the Compose Message menu.

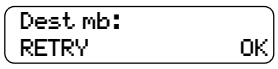
3 Press SPEC or [1] [9]. This is the default number for special addressing and can be changed by the System Administrator.



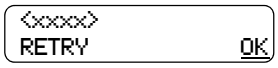
4 Enter the phone number of the remote site and press OK or [#].



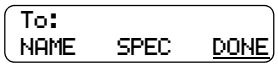
5 Press OK or [#] to continue
or
press ADD or [2] to add special characters. See "Adding special characters" on page 25.
Press OK or [#] when you are done adding special characters.



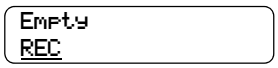
6 Enter the mailbox number at the remote site.



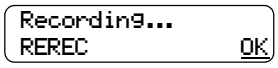
7 Press OK or [#] to accept the mailbox number.



8 Press DONE or [#]
or
enter another address to send the message to.

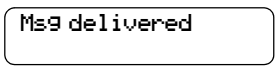


9 Press REC or [5] to record your message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



10 Press OK or [#] when you are done recording
or
press REREC or [5] to rerecord your message.
You can press [7] [0] to add message options of Urgent, Acknowledged or Timed delivery.

11 Press SEND or [7] [9] to send the message.



12 Press [End] to end the session.

Replying to network messages

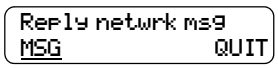
You can reply to a network message using the Reply Feature. You must have the network Reply Feature enabled in order to reply to a message. For more information, ask your System Administrator.

To reply to a network message — Norstar Voice Mail

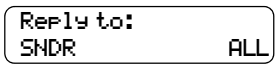
1 Open your mailbox using [→] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Press PLAY or [2] to play your new messages
or
press [6] to listen to your saved messages.

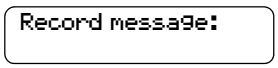
3 After you listen to the message, press REPLY.



4 Press MSG.
If you are replying to a message with more than one recipient, go to step 5.
If you are replying to a message with one recipient, go to step 6.



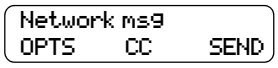
5 If you are replying to a message that has more than one recipient: press SNDR to send your reply only to the sender
or
press ALL to send your reply to all the people that received the message.

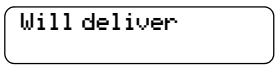


6 Record your reply message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.

7 Press OK to end your recording.

8 Press OK to accept your recording.
If you are replying to a digital message, go to step 9.
If you are replying to an AMIS message, go to step 10.

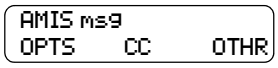




9 Press SEND to send the message
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.



10 Press OTHR to go to the next display and review or send the message as it is
or
press OPTS to assign message delivery options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private.
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private

or press CC to send the message to another recipient.

11 Press SEND to transmit the message.

12 Press [end] to end the session.

To reply to a network message — CallPilot

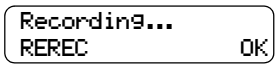
1 Open your mailbox using [transfer] 9 8 1.
Follow the voice prompts or the display button options to open your mailbox.

2 Press PLAY or 2 to play your new messages
or
press 6 to listen to your saved messages.

3 After you listen to your messages, press RESP or 7 1.
If you press 7 1, go to step 5.

4 Press REPLY or 7 1 to reply to the message
or
press FORW or 7 3 to forward the message
or
press 7 4 to reply to all the recipients of the message.

5 Press REC or 5 to record a message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



6 Press OK or # when you are done recording.
You can press 7 0 to add message options:

- for digital destinations, Certified, Urgent, Timed Delivery, or Private
- for AMIS destinations, Certified, Urgent, or Timed Delivery, but NOT Private.

7 Press 7 9 to send the message.

8 Press ☎ to end the session.

Forwarding a Fax Message using Site-Based Addressing

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

You can forward a Fax message that you received to a Site-Based Address and add an introductory voice message. The combined voice and Fax message appears as a Fax message in the destination mailbox.

You can also forward a received Fax message to a Network Delivery Mailbox. Refer to "To forward a Fax message to a Network Delivery Mailbox CallPilot" on page 24.

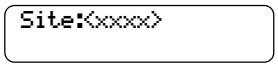
To forward a Fax message using Site-Based Addressing — CallPilot

1 Open your mailbox using [→] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

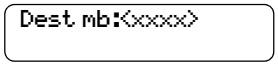
2 Press [2] to play the current message
or
press [6] to play the next message, until you locate the Fax message you want to forward.

3 Press [7] [3] to forward the message.

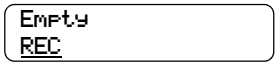
4 Enter the destination site prefix and mailbox number and press OK or [#].



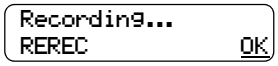
5 The display shows the destination site name and mailbox number.



6 Press DONE or [#].



7 Press REC or [5].



8 Press OK or [#].

9 Press SEND or [7] [9].

To forward a Fax message to a Network Delivery Mailbox CallPilot

1 Open your mailbox using [Transfer] [9] [8] [1].
Follow the voice prompts or the display button options to open your mailbox.

2 Press [2] to play the current message
or
press [6] to play the next message, until you locate the Fax message you want to forward.

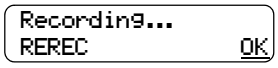
3 Press [7] [3] to forward the message.

4 Enter the Network Delivery Mailbox number.

5 The display shows the mailbox name.

6 Press DONE or [#].

7 Press REC or [5] to record an introductory voice message.
The message you record must be longer than three seconds. The system times out after five seconds of silence.



8 Press OK or [#].

9 Press SEND or [7] [9].

If the receiving site cannot receive a Fax message, you receive Non Delivery Notification.

Adding special characters

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a telephone number.

Follow the voice prompts or press ADD to add special characters to a telephone number. A telephone number cannot be longer than 30 characters.

Note: If you are adding special characters, do not press the dialpad buttons # to enter a #, or * to enter a *. Press the button directly below the option on a two line display telephone, or listen to the voice prompts for how to enter these characters.

Adding special characters to a telephone number	
Press	**Description**
2 or DIGS*	to resume adding digits to the destination phone number
3 or PAUS*	to enter a timed pause that appears as P on the display. Pauses are four seconds long.
4	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
5 (or OTHR #)*	to enter a #
6 (or OTHR *)*	to enter a *
TONE*	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
*	to cancel and retry

*These options are for two line display telephones only. If you use a one line display telephone, use the keypad button shown.